

Fire Recovery Guide



**Office of Congressman Ted W. Lieu
California's 33rd Congressional District**

... A NOTE FROM CONGRESSMAN LIEU ...

Los Angeles County and Ventura County have experienced devastating wildfires that have forced thousands of people to evacuate their communities, destroyed homes, and left many families with nothing.

The Woolsey fire, which started on November 8, 2018, has burned more than 96,949 acres and destroyed an estimated 1,500 homes in Los Angeles and Ventura counties. To stay up to date on the latest fire evacuation and shelter information, please visit <https://www.lacounty.gov/woolseyfire/> and <https://www.vcemergency.com/>. You can also sign up for text alerts at <https://www.lacounty.gov/emergency/alert-la/>. Please share this information with your friends and family.

For those looking for information on the fire, please call 2-1-1 for county resources.

You can also call my offices if you have problems with a federal agency and need additional assistance.

Please know I am committed to working with our local, state, and federal officials to ensure that the federal government provides all necessary resources to support our community. Our district pulls together in tough times. We've overcome challenges before by working together, and we will do so again. Should you need anything, my staff and I are here to help.

Sincerely,

Ted W. Lieu
Member of Congress

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Federal Disaster Aid:

For a description of assistance from the Federal Emergency Management Agency (FEMA) that may be available to you, please visit <https://www.fema.gov/news-release/2018/11/13/federal-aid-programs-state-california>. To apply for disaster relief, visit www.DisasterAssistance.gov or call 1-800-621-3362 or 1-800-462-7585 TTY. The toll-free telephone numbers will operate from 7:00 a.m. to 10:00 p.m. (local time) seven days a week until further notice.

The Disaster Information Hotline for the County of Los Angeles has been activated for the fires. During disasters, people can dial 2-1-1 instead of 9-1-1 with non-emergency questions about disasters, such as evacuation areas and shelters. After disasters, people can call 2-1-1 for disaster recovery resources, including donation information, health and human services, crisis counseling, or referrals to other support and recovery services.

How to reach them:

- Inside LA County (24/7, 240 languages): dial 2-1-1 from any phone
- Outside LA County or not connecting via 2-1-1: dial (800) 339-6993
- Deaf or hard of hearing: dial (800) 660-4026 (or 7-1-1)
- Online: live chat at 211la.org/fire

Sign up for emergency alerts for:

- Los Angeles County: <https://www.lacounty.gov/emergency/alert-la/>
- Ventura County: <https://www.readyventuracounty.org/vc-alert/>

Accounts to follow on Twitter:

- *Official Fire Department Information*
[@LACoFDPIO](#) - LA County Fire Department, Public Information Office
[@LACoFD](#) - LA County Fire Department
[@LACFD](#) - LA County Fire Incident Alerts
[@LAFD](#) – City of Los Angeles Fire Department
[@CAL_Fire](#) - Official CalFIRE Account
- *Law Enforcement*
[@LASDHQ](#) - Los Angeles Sheriff's Department
[@LAPDHQ](#) - Los Angeles Police Department Headquarters
[@CHPWestValley](#) - West Valley California Highway Patrol
- *LA County Emergency Management*
[@ReadyLACounty](#) - LA County Office of Emergency Management

Unemployment assistance: People who are out of work due to the fires may be eligible for unemployment benefits. You can file for unemployment benefits online at <https://eapply4ui.edd.ca.gov/>. You can also file by phone, Monday – Friday, 8:00 am – 12:00 pm by calling:

- English: 1-800-300-5616
- Spanish: 1-800-326-8937
- Chinese (Cantonese): 1-800-547-3506
- Chinese (Mandarin): 1-866-303-0706
- Vietnamese: 1-800-547-2058

Replacing Lost Documents:

If you've lost important documents or identification in the fires, many can be replaced. You can learn more about how to replace the following common documents by contacting them directly:

- California Driver's License:
 - Phone: 800-777-0133
 - Visit a California DMV office to complete an application.
 - Website: <https://www.dmv.ca.gov>
- Green cards:
 - Phone: 800-375-5283
 - Website: www.uscis.gov
- Medicare cards:
 - Phone: 800-772-1213; (TTY) 800-325-0778
 - Website: www.ssa.gov/medicare
- Military records:
 - Phone: 866-272-6272
 - Website: <https://www.archives.gov>
- Passport:
 - Phone: 1-877-487-2778; 888-874-7793 (TTY)
 - Website: <https://www.travel.state.gov>
- Social Security card:
 - Phone: 800-772-1213; (TTY) 800-325-0778
 - Website: <https://www.ssa.gov>
- U.S. Savings Bonds:
 - Phone: 1-844-284-2676
 - Website: <https://www.treasurydirect.gov>
- U.S. tax returns:
 - Phone: 800-829-1040
 - Website: www.irs.gov

What Our Office Can Do?

Our office can provide assistance with the following:

- A problem with any federal agency
- FEMA claim updates
- Replacing Lost Federal Documents

For assistance please contact any of Congressman Lieu's offices,
or visit his website at **lieu.house.gov**.

Washington, D.C. Office:

236 Cannon HOB
Washington, DC 20515
Phone: (202) 225-3976

Los Angeles Office:

5055 Wilshire Blvd., Suite 310
Los Angeles, CA 90036
Phone: (323) 651-1040

Manhattan Beach Office (By appointment only):

1600 Rosecrans Avenue, 4th Floor
Manhattan Beach, CA 9266
Phone: (310) 321-7664

●●● DISASTER ASSISTANCE CENTERS ●●●

DAC Locations	DAC Dates/Time of Operation
Conrad L. Hilton Foundation 30440 Agoura Road Agoura Hills, CA 91362	Sat., Nov. 17: 1:00 p.m. to 8:00 p.m. Sun., Nov. 18: Closed Mon., Nov. 19 through Wed., Nov. 21: 10:00 a.m. to 6:00 p.m. Thurs., Nov. 22: Closed (Thanksgiving Day) Fri., Nov. 23 through Sat., Nov. 24: 10:00 a.m. to 6:00 p.m.
Malibu Courthouse 23525 Civic Center Way Malibu, CA 90265	

*Additional DAC hours and days of operation will be posted on <https://www.lacounty.gov/woolseyfire-disaster-assistance-centers/>. Please note that dates/hours of operation are subject to change based off need.

Federal Agencies

Federal Emergency Management Agency
U.S. Small Business Administration

Los Angeles County Agencies

Animal Care and Control
Assessor's Office
Board of Supervisor, Third District
Chief Executive Office
Consumer and Business Affairs
Fire
Internal Services
Mental Health
Military and Veterans Affairs

Public Health
Public Library
Public Social Services
Public Works
Regional Planning
Sheriff
Workforce Development, Aging, and
Community Services
Cities

State Agencies

California Governor's Office of Emergency
Services

Department of Insurance
Department of Motor Vehicle
State Board of Equalization

Nonprofit Organizations

211 LA County
American Red Cross

Emergency Network Los Angeles
Salvation Army
Tzu Chi Foundation
California Southern Baptist Convention

●●● VETERANS ASSISTANCE ●●●

U.S. Department of Veteran Affairs

If you need information regarding VA death benefits, pensions, insurance settlements, or other information related to VA, contact the Federal Department of Veterans Affairs (VA) at 1-800-827-1000 (TDD Telecommunications Device for the Deaf 1-800-829-4833), or visit their Inquiry Routing and Information System (IRIS) website at:
https://iris.custhelp.com/app/answers/detail/a_id/1703

●●● ADDITIONAL SERVICES OFFERED BY THE STATE OF CALIFORNIA ●●●

CalWORKs:

Provides cash aid to eligible needy California families to help pay for housing, food, and other necessary expenses. For more information contact your local county welfare/social services department. To find your local office visit the website at: <http://www.cwda.org/links/chsa.php> or for more information on this program, visit the cash aid website at:
<http://www.cdss.ca.gov/CalWORKS>

Crisis Counseling:

If you are affected by the Woolsey or Hill fires, you can call the Disaster Distress Helpline at 1-800-985-5990 or text "TalkWithUs" to 66746 for emotional support and resources.

Short-term counseling may also be available for emotional or mental health problems caused by the impacts of a disaster. For more information, contact the LA County Department of Mental Health at <https://dmh.lacounty.gov/> or by calling 800-854-7771.

CalFresh:

If you have been affected by a disaster and are in need of food assistance, you can apply for benefits through the CalFresh Program. To find out how to apply for benefits in your county, please call the toll free number 1-877-847-3663 (FOOD) or apply online at:
www.benefitscal.org/ For more information on CalFresh, visit the website at:
www.calfresh.ca.gov

Health Information:

For information on health concerns related to a disaster you can contact 916-650-6416 or visit the California Department of Public Health website at: <http://www.bepreparedcalifornia.ca.gov>

Insurance and Rebuilding:

California Department of Insurance – CA Department of Insurance provides assistance on insurance issues, such as claim handling delays, additional living expenses, underinsurance disputes, etc. The Insurance Commissioner wants to make sure that the claim process moves as smoothly and as quickly as possible and that any underinsurance issues are investigated. If you are experiencing difficulty with the processing of your claim or wish to have an underinsurance issue investigated, contact the officers at the Department's Consumer Hotline at 1-800-927-HELP (4357); TDD 1-800-482-4833 for assistance. For additional information you may also wish to visit the Department's Web site at: www.insurance.ca.gov

The Contractors State License Board - CSLB verifies contractor licenses, investigates complaints, and provides helpful information about hiring a licensed contractor. For information on hiring or filing a complaint regarding a contractor, disaster victims may call CSLB's Disaster Hotline M-F from 8 a.m. - 5 p.m. at 1-800-962-1125, or the 24-hour automated telephone response system, 1-800-321-CSLB (2752). Licenses can also be checked online at: www.cslb.ca.gov or www.CheckTheLicenseFirst.com. You can also view a video, "Rebuilding After a Natural Disaster" on the CSLB Web site.

The California Department of Housing and Community Development - HCD can assist with manufactured housing questions including repairs, installations and/or registration and titling. For information on obtaining construction permits for manufactured homes or parks contact the Riverside Area Office at 951-782-4420 or the Sacramento Area Office at 916-255-2501. For information concerning Registration and Titling call 1-800-952-8356; TDD 1-800-735-2929 or visit the website at: <http://www.hcd.ca.gov/>

Medi-Cal Health Coverage:

Medi-Cal is a public health insurance program that provides comprehensive medical, dental and vision care coverage to low-income individuals, including families with children, seniors, persons with disabilities, pregnant women and low-income people with specific diseases, such as tuberculosis, breast cancer or HIV/AIDS. For more information, contact your county welfare/social services department. To find your local office, visit the Web site at: <http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx> or call 916-552-9200.

Services for Seniors:

The California Department of Aging contracts with and provides leadership and direction to Area Agencies on Aging (AAA) that coordinate a wide array of services to seniors and adults with Disabilities. You can locate an AAA in your area by calling (800) 510-2020; TTD (800) 735-2929 or visit the website at: <http://aging.ca.gov/Programs/>

Tax Advice and Assistance:

California Board of Equalization - For questions regarding sales and use, property and special taxes, contact the Board of Equalization at 1-800-400-7115 (TTY: 1-800-735-2929) or visit the website at: www.boe.ca.gov

Employment Development Department – *Assistance for Employers*: CA employers who are directly affected by a state of emergency may request up to a 60-day extension to file their state payroll reports and to deposit state payroll taxes with the Employment Development Department (EDD), without penalty or interest. For further information, call EDD Taxpayer Assistance Center at 1-888-745-3886; TTY 1-800-547-9565 or visit EDD's website at: www.edd.ca.gov

The Franchise Tax Board - FTB provides guidance in obtaining tax relief for disaster casualty losses. Contact FTB at 1-800-852-5711 (TTY/TDD for hearing or speech impaired: 1-800-822-6268) or visit the website at: www.ftb.ca.gov

Veterans:

California Department of Veterans Affairs - If you have a California Department of Veterans Affairs (CALVET) loan and have suffered damage caused by a disaster, contact CALVET at 1-800-952-5626; TDD 1-800-324-5966.

Women, Infants, and Children Supplemental Nutrition Program:

The Woman, Infants, and Children (WIC) program helps low-to-moderate-income pregnant women, new mothers and their babies and young children to eat well and stay healthy. WIC provides:

- Special checks to buy healthy foods such as milk, juice, eggs, cheese, fruits, vegetables, baby foods and whole grains;
- Information about nutrition and health;
- Breastfeeding support and referrals to health care and community services.

For more information, call 1-888-942-9675 or visit the website at: <https://www.cdph.ca.gov> and click on "Find a Local WIC Agency" under Program Information.

Debris Removal:

Fire Debris which includes burnt structural components, burnt household and personal items, should not be disposed of. An inspection of the debris needs to be done by the federal, state, or local hazardous materials agencies. Instructions for safe removal will be provided. Commercial trash services will resume when the evacuation orders are lifted and the roads are reopened.